

VII. Evaluation

A. Introduction

The proposals will be evaluated based on best value. Cost will play a significant role in the recommendation for final selection, however, it will not be the only basis for recommendation.

B. Evaluation Method

The state will review all Business Partner proposals. Each proposal will be assigned a relative value based on weighted criteria. After all proposals are evaluated and weighted in terms of how the Business Partner addressed the project requirements, the costs will be opened. The state will then evaluate all proposals in terms of their overall best value.

C. Weighted Criteria

Business Partner responses to Section IV, Proposed Project Requirements, will be evaluated in terms of the requirement's relative importance to the state. The state's evaluation will be based on "Mandatory" and "Important" requirements. The "Important" requirements will be grouped in three (3) major categories. The major categories will be assigned varying weights.

The Mandatory requirements must be met for the Business Partner to be considered responsive to this SCP. The Important requirements are considered essential to the state and should be addressed in the proposal, however, they are negotiable in terms of how the requirements are satisfied. How the Business Partner responds to the Important requirements will make the proposal more attractive to the state in terms of assigning it a relative value.

D. Mandatory Requirements

1. The Business Partner must commit to

- relieving the state of its existing debt and liability obligations and
- moving the San Francisco and Los Angeles switches

The state has approximately \$25 million in debt obligations that the contractor must address in the final proposal. The manner in which the debt is relieved is negotiable.

The San Francisco Switch must be removed by October 31, 1998 or four (4) months after contract award, whichever is later, or the contractor must assume the liquidated damages of \$5,000 per day for each day delay. The Los Angeles switch must be removed by December 31, 1999. In addition, the Business Partner will be required to remove all unused equipment presently housed on state premises if the Business Partner does not wish to negotiate a lease back of state facilities.

2. The Business Partner must provide the following services. The functionality of these services will be evaluated as described in the following Paragraph E, Important Requirements.

- Local Calling
- Long Distance Calling
 - IntraLATA long distance
 - InterLATA IntraState
 - InterState
 - International
 - Disaster Readiness
- Long Distance Access
 - Dedicated Connection
 - Feature Group D Access
- Calling Card
- Audio Teleconferencing
- 1MB type services with enhanced 9-1-1 compatibility
- Consolidated class 5 services with enhanced 9-1-1 compatibility
- Voice Mail
- Interactive Voice Response
- ACD Services
- ACD Management Information System
- Intelligent Call Routing
- Automated User Controlled Moves and Changes
- Frame Relay Service
- Dedicated Data Service
- Building Wiring Services
- User Training
- Access to information for contract oversight
- Invoicing services
- Collection and remittance of an administrative fee
- Implementation Plan

3. The Business Partner must meet the DVBE requirements.

E. Important Requirements

All of the services and support functions listed in Section IV are important to the state. The evaluation team will review commitments for each of the services proposed in terms of the following relative importance to the state. The “A” category items have a greater relative weighting than “B” category items, which have a higher relative weighting than the “C” category items.

Category “A”1. Basic Functionality

- Features
- Functionality
- Service Level

2. Business Relationship

- Provisioning Intervals
- Business Application Support
- Application/Service Training
- Division Staff Training
- Marketing Support
- End User Support
- Contract Benefits

3. Billing

- Media Options
- Flexibility
- Administrative Fee Collection and Remittance to the State
- Fraud and Abuse

4. Contract Administration

- Management Oversight and Performance Monitoring Tools

Category “B”1. Disaster Readiness

- Disaster Preparedness
- Service Priority

2. Implementation Plan

- User Impact
- Timing
- Fiscal Impact
- Clarity and Detail

3. Continuing Cost Reduction Plan

- Most Important Customer Clause
- Future Cost Reductions Based on Volume Increases or Added Services
- Commitment to continuing competitive rates

Category “C”**1. Technology Enhancements**

- Provided services will remain current in terms of available technology compared to the competitive marketplace.

2. Utilization of certified small businesses

Any other benefits to the state may be evaluated in any category as appropriate to their importance.

F. Final Recommendation

The Evaluation Team will make a recommendation for award to the Steering Committee who will make the final decision.